

KIDSCARE ELIGIBILITY DETERMINATION

Request for Proposal (RFP) YH07-0044

QUESTIONS AND RESPONSES - Round 2

Question #	Section	Paragraph #	Page #	Question	Response
1	Bidder's Library	Application/ Enrollment Statistics Report	1	Because the column title explanations at the bottom of the report seem to interchange applications with Applicants, please clarify, for the 12 months shown, were there a total of 37, 528 new applications received (in any form), or some other number?	There were 37,528 initial applications received in the 12 months. This is not the number of applicants. There may be a number of applicants on each application.
2	Bidder's Library	Application/ Enrollment Statistics Report	1	In the explanation of column titles at the end of this report, it states "Renewals Processed... counts individuals whose application for eligibility, described above, ...". Does this indicate that the count of renewal applications is included in the count?	The question is unclear. The explanation at the end of the Report states: "Renewals Processed -Children + Parents: Counts all children and parents whose annual application for renewal was processed during the month. Eligibility may have been continued or ended."
3	Scope of Work	2.1, para. 2	6	Do the CBO sites have the ability to verify income through an on-line resource?	No.
4	Scope of Work	2.2, para. 4	6	Are the 35 community based organizations that partner with AHCCCSA to refer applicants monetarily compensated for their service? If so, should the cost for this compensation be included in the bidder's cost or will AHCCCSA retain responsibility for these relationships?	No. See Round 1, question 3.
5	Scope of Work	2.3	6	Are current enrollment fees only mailed in by check/MO? Can families currently pay by web or phone?	The enrollment fee and monthly premium payments can be made by ACH (direct debit) & Check Free along with mail-in and walk-in payments. An online credit card payment option is anticipated to be made available by early 2008.
6	Scope of Work	3.0, para. 1	8	Does AHCCCSA's eligibility system (KEDS) automatically determine eligibility once all information is data entered, or is the application of rules and calculation of income factors completed by the Eligibility Specialists?	AHCCCSA will make every effort to have KEDS phased out before implementation of this contract, but yes it does automatically determine eligibility.
7	Scope of Work	3	8	Will AHCCCS provide us with a copy of letters generated out of ACE?	Notices are dynamically created in ACE based on the action taken on the case and different situations such as premiums, enrollment, etc. Samples of notices are provided in the Bidder's Library under Forms.
8	Scope of Work	3.1.1	9	Clarification please: How long to pend letters -- 10 days?	Yes, 10 business days.
9	Scope of Work	3.1.1	9	The RFP states the Contractor shall process all applications within 30 calendar days of receiving the application. Do we assume the clock starts when the application is complete?	No, eligibility must be determined within 30 calendar days from the date of application, which is the date a valid application is received. The application may not be complete when it is received. A determination can be made past the 30 days if the customer requests more time to provide documentation.

10	Scope of Work	3.1.1	9	AHCCCSA has indicated that all valid applications will be registered in ACE, along with the name of the eligibility specialist assigned to the case, within one business day. Is AHCCCSA open to a "first-come-first-serve" approach where the application is not assigned to a specific eligibility worker until after it has been scanned and pre-screened?	The case may be assigned to other workers performing preliminary functions prior to the assignment to the worker who will complete the determination.
11	Scope of Work	3.1.1	9	AHCCCSA has indicated that the name of the eligibility specialist assigned to a case be registered in ACE. Is AHCCCSA's expectation that the same eligibility specialist be assigned to the case throughout the eligibility determination process? Can a different eligibility specialist handle the processing of any missing information in order to create a more efficient and timely flow for the application?	The worker is not limited to their own caseload in ACE. Any worker can access any case.
12	Scope of Work	3.1.1	9	Please clarify that the "...Contractor shall review and process all completed applications...within 30 days..."	See question 9 in this Round.
13	Scope of Work	3.1.1 & 3.2	9 & 12	Does the system have an automated method for identifying recipients due for renewal or due for follow-up on missing information?	In ACE, the worker task list is an on-line work management tool. This screen allows the worker to see their cases in different tasks with specific information to that task. For example, if a worker has a pending application with an outstanding Request for Information (RFI), the worker task list will show the application in the Pending Applications list and show the due date of the RFI. ACE has an automated renewal process. ACE automatically puts cases that are coming due for a renewal in 60 days in the Renewal task list and generates a renewal form. ACE includes but is not limited to the Renewal due date, received date and RFI due date on the Renewal task list.
14	Scope of Work	3.1.1	10	Is an estimate available for the number of manually generated letters that may be issued by the Contractor?	See Round 1, question 5.
15	Scope of Work	3.1.3, para. 2-3	10	On line applications. Where are the supporting documents sent once an application is submitted through a CBO site?	Supporting documentation is faxed directly into HEA and stored on a fax server in PDF format. Eligibility workers that have the appropriate security access these documents via the HEA web site.
16	Scope of Work	3.1.3	10	The RFP states that some Health-e-Arizona applications are automatically registered in ACE and others have to be reconciled. It is unclear, however, if all Health-e-Arizona applications have to be printed and then scanned into Fortis. Please clarify this process for applications automatically registered in ACE and for the applications that have to be reconciled.	The HEA applications with manual signatures and supporting documentation are in PDF format and so can be imported into FORTIS. The HEA applications with electronic signature in HTML format cannot be imported into FORTIS and thus, need to be printed out and scanned in and saved in FORTIS. Applications automatically registered in ACE must have corresponding applications and supporting documents in FORTIS using the ACE group ID as the identifier. See responses to questions 3 and 4, Round 5 regarding pending applications.
17	Scope of Work	3.1.1	10	Under what circumstances are decision notices manually generated?	See Round 1, question 5.

18	Scope of Work	3.1.3	11	Can the Agency please provide more information regarding current initiatives, in progress, to automate certain processes related to Health-e-Arizona applications?	AHCCCSA is currently working on the system process to automatically send back the disposition to HEA on cases that originate from HEA. This will be implemented in the production environment on 9/25/07. In order to further automate the process, AHCCCSA is trying to determine if the electronic signature applications can be saved as PDF so that they can be imported into FORTIS instead of needing to be printed out and scanned.
19	Scope of Work	3.1.3	11	Are the missing information and eligibility determination processes automated?	Once the HEA application is entered into ACE the process is the same as with universal applications entered in ACE. The Contractor will need to send the customer a request for information (RFI) for missing information. This RFI is created in ACE and may be printed out at the Contractor's office for mailing. Once the information is entered in ACE then ACE is used to run eligibility tests and worksheets and determine KidsCare or HIFA Parent eligibility.
20	Scope of Work	3.1.4	11	The RFP states that by the time the contract is awarded, the documents may be able to be sent through the imaging system. In addition, it states that AHCCCSA is currently working on automating more of the processes related to DES referrals. Please describe these initiatives and the impact they will have on the overall referral to DES process and/or application process.	DES and AHCCCS have decided not to pursue exchanging images due to the incompatibility of the two formats. Other solutions to streamline the referral process with DES include: 1) DES staff accessing FORTIS (has been implemented) and 2) applications sent to AHCCCS first on HEA applications that screen for both AHCCCS and DES programs in the same household (will be implemented Fall, 2007).
21	Scope of Work	3.1.4	11	The RFP states the imaging system may be operational by the contract award. Would AHCCCSA commit to having it operational by the implementation date?	See response to question 20 above. The AHCCCS imaging system is operational, however AHCCCSA is not pursuing the enhancement of TIPS for images.
22	Scope of Work	¶2 bullet 2	12	Can/will AHCCCSA provide the average number of cases that are pended due to a data mismatch in ACE, as indicated in this section?	On an average there are 30 to 50 cases a day that are sent to AHCCCS from DES as KidsCare referrals. There is a spike around the 23rd day of the month of a couple of hundred cases. Looking at a week's worth of cases, about 45% of the cases pend. The pended cases require manual research in the ACE system to validate if the information should be added to an existing case or create a new case. Once this has been determined there is a button that allows the information to systematically add to ACE. It is not necessary to manually add these cases to ACE.
23	Scope of Work	1	12	What are the primary reasons for "non-factual denials and discontinuances" of renewals?	Non-factual denials include income not verified, health insurance not verified, failed to apply for SSN, SSN not verified, USCIS status or citizenship not verified, signature requirement not met, or loss of contact/returned mail. Non factual discontinuances include renewal not completed, income not verified, failed to document citizenship, failed to verify USCIS status, or loss of contact/returned mail.
24	Scope of Work	2	12	Can AHCCCSA please provide statistics for how many discrepancies occur during the annual FPL mass change process?	The 2007 mass change was the 1st automated mass change conducted for the KidsCare population. Out of a population of 3800 individuals whose premiums were affected by the change, 450 required some manual research or action. Each year improvements are made to the mass change process to try to decrease the exceptions.
25	Scope of Work	4.0, para. 1 and 2	12	Does the contractor have access to the Premium Billing and Collection System? If so, is the contractor expected to enter data into the system, use it for research purposes, or other activities? If other, please explain.	The Contractor will use the premium billing and collection system for research purposes. The Contractor will have "view only" access to certain screens in the system. These limited screens include: 1) F1630-Inquire Account, 2) F1637-Household Account Inquire, and 3) F1650-Inquire Check Transaction.

26	Scope of Work	4.0, para. 1	12	Please confirm that the phrase "ACE will calculate premium and enrollment fee payments..." means that in most cases, calculation of premium amounts will be automated.	Since the premium billing system reads ACE for the premium amount and the FPL %, the data must be in ACE in order to display in premium billing. All premiums and enrollment fees are automatically calculated by ACE with some minor exception cases that require the data to be populated manually in ACE by the AHCCCS technical staff.
27	Scope of Work	4.0, para. 2	13	Are manual processes, e.g., meetings, telephone calls, etc., required to accomplish "...coordinate with DBF as appropriate, including...the review of cases in which members made late payments..."	Yes, AHCCCSA believes that in order to coordinate with DBF, necessary interaction could be in the form of meetings, calls, etc.
28	Scope of Work	5.0, para. 4	13	Does the sentence, "The contractor shall also make oral translation services available, upon request." refer to translation for other languages in performing the duties outlined in this RFP, besides English and Spanish? Or is there some other oral Spanish translation service that the contractor should anticipate providing?	The Contractor must make (via translation services) any language available that a customer wants to speak, and for which the Contractor does not have any staff or sufficient staff available to speak that language.
29	Scope of Work	5.1	14	In order to allow bidders to determine solutions for efficiency, can AHCCCSA provide statistics on the types of calls (and numbers or percentage by type) that the Customer Service Line receives?	In 2007, the call center handled 10,957 KidsCare-related calls in July, 11,040 calls in June, and 13,158 calls in May.
30	Scope of Work	5.1	14	Will the contractor have the ability to get a data file from ACE in order to use efficiency tools in providing information to recipients?	No, only AHCCCS ISD staff and specialized DMS staff have access to the ACE tables and query capability. The Contractor would need to depend on the ACE reports that are available or submit a data request for a special adhoc file. This adhoc request would need to be prioritized in the current AHCCCS workload.
31	Scope of Work	5.1	14	Is the current Customer Service line staffed by Customer Service Representatives or by the Eligibility Specialists? How many staff currently provide customer service line service?	The line is staffed by Customer Service Representatives. A transfer of the call is made to an eligibility specialist if there are questions that require further information regarding eligibility. There are 61 agents available to take calls for the agency, but they also receive calls regarding all the other programs administered by AHCCCS.
32	Scope of Work	5.2, para. 1	14	Does the CCTS system currently allow for tracking of correspondence, both electronic and paper, or will the bidder need to propose an alternate solution?	CCTS does allow AHCCCSA to track correspondence through the use of Call Type and Call Status codes.
33	Scope of Work	5.2	14	The RFP requires the contractor to document and track all inquiries with dates of receipt, response, and the nature of the disposition. Is the contractor to do this in CCTS, some other system, or in a contact management system provided by the contractor?	CCTS may be used for this.
34	Scope of Work	5.1	14	In order for bidders to determine the solution for soft transfers referenced in this section, can the Agency please provide the average number of soft transfers per month, or the actual number for the last 12 months?	In 2007 the actual number of calls transferred were: 3,109 calls in July, 3,166 in June, and 3,725 in May.
35	Scope of Work	5.2, para. 1	14	In order for bidders to determine the correct staffing solution for responding to correspondence, can the Agency please provide the average number of correspondence items per month, or provide the actual number for the last 12 months?	The majority of correspondence that results from inquiries by individuals or organizations, results in the mailing of an application. The Call Center processes an average of 2,140 application requests per month through our mail house.
36	Scope of Work	5.3, para. 2	15	In order for bidders to effectively plan a mail distribution solution, will AHCCCSA please provide the specific type and number of mailings that have gone out in the past 12 months, for which the contractor will now be responsible?	The KidsCare office sends out applications, request for information, income verification requests and the occasional manual notices. See response to Round 1, question 5 regarding information on the number of mailings. In addition at least 60% of all applications require a request for information and/or other verification forms.

37	Scope of Work	5.3, para. 2	15	What is the number of initial applications and renewal applications and forms the contractor is responsible for on an annual basis?	See response to Round 1, question 5.
38	Scope of Work	5.3, para. 3	15	Can AHCCCSA provide a count of returned mail annually or as a percentage of the overall mailings? The costs associated with this process and function could be high.	The KidsCare office currently averages about 1200 pieces of returned mail/month.
39	Scope of Work	5.3	15	Can AHCCCS provide samples of each bulleted item and any other program related materials the contractor is responsible for mailing?	Samples are available in the Bidder's Library under Forms.
40	Scope of Work	6	16	Can the specific staff person who shall be responsible for overseeing the complaints and appeals process referenced on page 16 of the RFP in section 6.0 be the same person that is designated for the Key Personnel position of Quality Assurance Manager, referenced in section 10.1.1 pnm page 23, of the RFP?	It can be the same person, but they will need sufficient support to accomplish the requirements.
41	Scope of Work	6.2	17	The RFP provides, in the last bullet under the appeals process, that the contractor must implement corrective actions within five business days of mailing of the decision. How will the contractor know when the decision is mailed? Can that be changed to receipt of the decision?	The date of mailing is indicated in the mailing certification that appears on the final page of each decision. In light of concern raised by the question AHCCCSA is extending the timeframe for implementing Director's Decisions to 10 business days.
42	Scope of Work	6.2, para. 2, bullet 4	17	In what system are pre-hearing processes currently tracked?	The Contractor will need to establish their own tracking and reporting system.
43	Scope of Work	6.2, bullet 7	17	Quoting: "Prepare, on behalf of the State, responses to appeals; appear, testify and present evidence at appeal proceedings conducted by the Office of Administrative Hearings; <i>prepare and submit appropriate motions and briefs</i> as required by the appeal hearing process and <i>provide legal assistance and representation</i> as necessary at the Contractor's expense." While it is normal and reasonable for Contractors to assist State Agencies in various hearing processes with information on procedures, actions taken by the Contractor, and case history information, it is not usually required that attorney services be provided to the Agency, as seems to be the requirement in this section. Given the significant cost of providing these services, will AHCCCSA please clarify the meaning of prepare and submit appropriate motions; and provide legal assistance and representation as necessary at the Contractor's expense? For example, motions and briefs, and legal assistance and representation are services provided by a qualified attorney. Does AHCCCS expect bidders to provide legal services that require attorney staffing?	The Contractor will be responsible for preparing for hearings, presenting the State's case regarding the eligibility action taken, including testifying and preparing exhibits. In addition the Contractor will be responsible for any motions (such as motions to continue, motion for dismissal based on mootness, motions to appear telephonically, etc.) and for preparation of any pre-hearing or post-hearing briefs deemed necessary by the Contractor or requested by the Administrative Law Judge. To the extent that the Contractor deems the services of an attorney necessary to complete any of these tasks, those services must be procured by the Contractor at the Contractor's expense.
44	Scope of Work	7	17	While external influences or internal initiatives may create a situation where performance rises above the agreed to level during a single month, the bidders must plan for a specific performance level in order to correctly staff the contract. Will AHCCCSA consider striking the words, "...or previous performance level..." from the third sentence?	Yes, see solicitation amendment 1.
45	Scope of Work	7	17	Would AHCCCSA consider adding the following language to the RFP in this section: "In the event that system performance issues are shown to result in the failure of the contractor to meet Performance Requirements, AHCCCSA will waive performance requirements for the affected time period"?	No, AHCCCSA will not agree to amend the terms. In the event that some action or inaction by AHCCCSA contributed to the Contractor's failure to meet performance standards, AHCCCSA will consider waiver on an ad hoc basis.
46	Scope of Work	6	17	In order for bidders to determine the correct staffing solution for processing complaints, can the Agency please provide the average number of correspondence items per month, or provide the actual number for the last 12 months?	AHCCCSA does not separately track complaints related to KidsCare.

47	Scope of Work	7, Timely Disposition of Applications	18	Please clarify that 30 day requirement for the disposition of applications is for valid applications, as defined in the KidsCare Manual.	See response to question 9 in this Round.
48	Scope of Work	7, Eligibility Determination	18	Please confirm that the accuracy of eligibility determination referenced by this performance standard will be on the eligibility determination itself and not other components of the application or customer service process.	Yes, that is correct it is on the eligibility determination itself.
49	Scope of Work	7, Performance Measure Matrix	18	Did AHCCCSA intend to say "complete" applications and/or renewals?	See response to question 9 in this Round.
50	Scope of Work	8, para. 1, bullet 1, dash 1	19	In order to facilitate QA reviews, does the ACE system provide reporting capabilities to identify cases by worker?	This information can be obtained several ways in ACE. There is a work management function task that allows a supervisor/manager to view all cases by worker. There is also a report that can be run for a specific timeframe that identifies cases by worker.
51	Scope of Work	8, bullet 1, first sub-bullet	19	Please clarify, "...During the first six months...shall review (how many? Or what percentage? Or "all") eligibility determinations made by all employees."	All new employees should have 100% of their work reviewed for 6 months or longer if needed. A sample of cases must be reviewed monthly for all experienced employees. The sample size must be sufficient to identify trends for possible corrective action.
52	Scope of Work	9	20	What ad hoc reporting capabilities will the contractor have via AHCCCSA systems?	There is a reporting facility within the ACE system that has specific reports. The reporting facility allows a worker to select the report and then select the criteria which they want the report to pull. For ad hoc reporting see response to question 30 in this Round.
53	Scope of Work	9.2, Financial Reports row	22	Please clarify the entity to be reported in the Semi-annual Financial Statement. Would this be for the AZ KidsCare project only, or for the larger corporate entity responsible for the AZ project?	This requirement would apply to both the AZ project and the larger corporate entity responsible for the project.
54	Scope of Work	10.1.2	23	In section 10.1.2, Employee Benefits: is AHCCCSA referring to people employed by the contractor that are hired specifically to work on the contract resulting from this award?	Yes
55	Scope of Work	10.1.2	23	What criteria will AHCCCSA use to determine whether health care coverage is "affordable"?	AHCCCSA expects the Contractor to offer employees and their dependents at least one health care coverage option that is comparable (both in terms of cost to the employee and benefit coverage) to the lowest cost premium plan option offered under the State's Arizona Benefits Option for State employees.
56	Scope of Work	10.1.2	23	What types of retirement packages meet the requirements of RFP Section 10.1.2? Is a 401(k) plan that includes an employer contribution acceptable?	A 401(k) plan is acceptable.
57	Scope of Work	10.3	25	Is the contractor responsible for costs related to the training initially provided by AHCCCS to the contractor's staff?	No
58	Scope of Work	10.5, para. 1	26	The RFP states that AHCCCS will provide the contractor with access to the AHCCCS supplied applications, i.e. ACE, PMMIS, TIPS, Health-e-Arizona, KEDS, document imaging, and Vital Records, via Microsoft terminal services. Who supplies AZTEC, GUIDE, SAVE, WTPY, CCTS, and the Premium Billing and Collection System?	AHCCCSA has security liaisons for the AZTEC, GUIDE, SAVE, WTPY systems that will coordinate getting the contractor access to those systems. CCTS and the premium billing collection system are part of PMMIS at this time. AHCCCSA will need to create a separate agreement with social security for contractor access to social security information.

59	Scope of Work	10.5.4	29	Does AHCCCSA currently have a Business Continuity and Recovery Plan that covers the KidsCare program and could AHCCCSA make that available to vendors during the proposal response period?	AHCCCSA does not have a Business Continuity and Recovery Plan (BCR) specific to KidsCare or the scope of work. AHCCCSA has a BCR for the systems and operations in place that will provide support to the Contractor. The successful bidder will need to develop their own unique BCR to reflect the needs of their operation.
60	Scope of Work	12.1	31	In the event that the HIFA parents program expires on 6/30/08 as described in the 2nd bullet point of 12.1 on page 31, please answer the following: A. Will this result in a reduced fee to the contractor, and if so, will the fee be negotiated or reduced by 21%? B. Will the contractor be able to recoup a pro-rated portion of the startup expenses related to the HIFA parents program that AHCCCSA has required the contractor to amortize over the first 3 years of the contract as described in section 3.1.2 on page 43?	A. Yes, the fee would be reduced. The amount of the reduction will not be negotiated and would depend on the amount that the legislature removes from the total appropriation. In prior years, the recommended reduction has been \$1,942,900 of the total \$9,335,600 appropriation or 20.8%. B. The ability to recoup startup expenses would be dependant upon legislative appropriation.
61	Scope of Work	12.1	32	If the contractor becomes responsible for the ESI program as stated on page 32, section 12.1, last paragraph, will that additional responsibility be negotiated in a contract amendment, resulting in clarified additional responsibilities for the contractor, and additional compensation for the contractor?	Yes, if the responsibilities for ESI are significantly different from the current scope of work, an amendment would be considered. Additional compensation would be dependant upon legislative appropriation.
62	Scope of Work	12.2, para. 6	33	Would AHCCCSA commit to the Fax Server being operational by the contract implementation date?	No
63	Scope of Work	12.1, para. 7	33	Would AHCCCSA commit to the Member Website being operational by the contract implementation date?	This project is being implemented in phases. The initial phase of the member website, which will allow the member to check on their eligibility and enrollment and to verify if the address AHCCCSA has is correct, will be implemented in October 2007. Later phases will add additional features, but a firm timeline for that development has not been completed.
64	Special Instructions	3.1.1	43	The RFP states that start-up costs should be amortized over the first three years of the contract. If the contract does not get renewed to cover these three years, can the Vendor recoup start-up costs as part of the termination process?	See Round 1, question 16.
65	Special Instructions	3 & 3.3	42 & 44	Section 3, paragraph 4 requires, "All proposals shall be organized according to the following major sections: 1) Offer and Acceptance; 2) Offeror's Checklist; 3) Proposal Response a) Experience of the Offeror, b) Organization and Provision of Contract Services, and c) Cost proposal; and 4) Intent to Provide Certificate of Insurance." In Section 3.3 beginning on page 44 the requirements page limitations are imposed. The RFP Scope of Work that begins on page four describes items that are not expressly covered in Section 3 as narrated above. For example: RFP page 25, section 10.4 Desktop Procedure Manual; RFP page 26, section 10.5, Information and Communication Systems; RFP p 24, section 10.2, Office Space and Equipment; RFP page 30, section 11, Transition Activities; RFP page 31, section 12, Pending Legislation and Program Changes; and RFP page 24, Section 10.1.4, Collaboration with AHCCCS and Other Stakeholders. So that the bidders may provide AHCCCSA with information that addresses all scope of work requirements in addition to the requirements of RFP section 4, will AHCCCSA consider expanding th	As set forth in the RFP, bidders are required to provide the information outlined on pages 43-46 (sections 3.1 to 3.4). The page limit for the response to 3.3.9 has been increased from 10 to 12 pages (see solicitation amendment 1).
66	Special Instructions	3.3	44	Regarding page limitations: will AHCCCSA, in addition to flow charts and the work plan, exclude exhibits (explanatory graphics) from the page limitations?	Attachments and Exhibits, beyond the documentation requested and which exceed the maximum page limit for each paragraph, may be an additional two (2) pages for each paragraph (see solicitation amendment 1).

67	Special Terms & Conditions	13.2	60	In this section, the RFP stipulates that records shall be maintained for 5 years (6 years for records covered under HIPAA). Should the bidder assume that this includes paper applications, or will these be maintained in Fortis and paper applications can be destroyed?	Documents stored as images in FORTIS do not have to be kept as paper
68	Special Terms & Conditions	16.1	62	Will AHCCCSA accept an annually renewable performance bond?	Yes
69	Special Terms & Conditions	16	62	Will AHCCCSA modify the amount of the performance bond to equal the amount of the one year contract?	No
70	Cost Proposal Form	N/A	70	The contract year dates for the first year are January 2008 - June 30, 2009, which is an 18-month period. In the model contract terms on page 57, section 1.7 of the contract, it states that the initial term will be one year with four one-year options. Please clarify the start date (estimated) and end date of the initial contract period.	See Responses to questions 16 - 18 in Round 1.
71	Attachment B	N/A	84	The Personal Services budget for privatization shows \$2,875,600. What are the AHCCCS assumptions used to arrive at this number?	The amount provided in Attachment B is based on the 100 funded positions for FY 2007. See the Bidder's Library under Proposed Privatization Personal Services Assumptions.
72	Attachment B	N/A	85	The budget detail shows \$150,300 for telecommunications cost for the contractor and \$108, 700 for AHCCCS. Does the amount for the contractor include the estimated cost of the Customer Service Line?	The amount included in the budget detail represents the telecommunication costs related to the SCHIP eligibility office and would include any direct lines into that office.